

CHAPTER 2. PREPARATION OF LETTERS

Par.

1. When should a letter be prepared?
 2. What unit of measurement should be used in FHWA reports and correspondence?
 3. How do I prepare letters?
-
1. **When should a letter be prepared?** The letter is a formal communication that is used:
 - a. When writing to organizations, businesses, or individuals outside of the Federal government,
 - b. Where protocol dictates (Members of Congress, Cabinet officers, Governors, Mayors, etc.), or
 - c. When writing a personal or private message to individual FHWA employees on such matters as retirement, commendation, congratulations, or condolence.
 2. **What unit of measurement should be used in FHWA reports and correspondence?**

To the maximum extent practical, only the metric system of measurements should be used in all FHWA reports and correspondence. The use of dual units of measurement should be avoided unless it is determined in specific instances that such usage would be beneficial. Please review the guidance provided on June 1, 2001, from the Deputy Executive Director on Metric Use Requirements at <http://www.fhwa.dot.gov/programadmin/contracts/0601metr.htm>
 3. **How do I prepare letters?** Instructions for preparing correspondence are found in the following figures.

(Stamp or type date here when signed)

Refer to: HXX-XX

Ms. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)*

Dear Ms. (Surname):

The following format guidelines apply when preparing a letter:

1. Use Microsoft Word.
2. Fonts: For correspondence use Times New Roman 12 pt.
3. Spacing may vary between the date and address.
4. The margins for a letter are:
 - a. Microsoft Word Page Set: Top: 1", Bottom: 1", Left: 1", Right: 1" (template margins are pre-set).
 - b. Right justification is not permitted in letters or memorandums.
 - c. Left margin: In line with the left edge of the letterhead caption.
 - d. Right margin: Approximately 1.125 inches to prevent typing into the concurrence grid on the official file copy.
 - e. Bottom margin: Approximately 1.5 inches.
5. The date is stamped or typed approximately four lines below the letterhead beginning at the center point. If typed, spell out the month and show the date and year in numerals. Do not use st, th, or rd with the numerals.

Example: April 15, 2004



Figure 2.1

*The USPS two letter abbreviation (ALL CAPS) for the State is permitted on the inside address and the envelope. Use DC not D.C. However, when you mention a State in the body of the letter, it should be spelled out. This notation will not appear on the remaining figures in the Correspondence Manual.

NOTE: The margins and placement of address on short letters may vary for an attractive, well-balanced appearance.

6. The Sender's reference is typed approximately three lines below the date approximately flush with the right margin. If the addressee's reference is to be shown, type it below the sender's reference. Example:

Refer to: HXX-XX
Your Reference: TWDX

7. The address begins at the left margin, a minimum of two lines below the date or sender's reference. Single space in block style. The address should not exceed five lines (additional lines may be typed on the envelope). When any line goes past the center of the page (or over 4 inches), continue it on a second line that is indented two characters. Type the ZIP Code two spaces to the right of the State name. Do not use two titles on the same line of the address, such as "The Honorable Ted Stevens, Chairman" or "Mr. John A. Doe, P.E."

The Honorable Ted Stevens
Chairman
Committee on XXXXXXXXXXXXX

John A. Doe, P.E.
(Title)

8. The salutation is typed flush with the left margin two lines below the last line of the address followed by a colon. Do not use first-name salutations in letters for the Secretary, Deputy Secretary, and other OST officials' salutations unless specific instructions have been received from S-10 or HOAES. The same instructions apply for letters to be signed by the Federal Highway Administrator, Deputy Administrator, or Executive Director; do not use first-name salutations unless specific instructions have been received from the Administrator's office or HOAES.
9. The body of the letter begins two lines below the salutation. Letters are single spaced with double spacing between paragraphs. Use two spaces between sentences. Use clear, concise language and make sure the answers to incoming correspondence are responsive to the questions asked. Avoid the excessive use of acronyms. The first reference shall be spelled out with the acronym in parentheses. Begin each main paragraph flush with the left margin. The lines in a letter are double spaced if there is only one paragraph with less than ten lines.
10. **Opening paragraph**
 - a. When correspondence has been referred from OST (or from some other source) for FHWA response, advise the addressee of this referral in the opening paragraph.

- b. If there has been a previous acknowledgment, mention it in the opening paragraph. Give the date of the acknowledgment and any other clarifying information.
- 11. Begin the complimentary close at the center point two lines below the last paragraph. “Sincerely yours,” is customary, but not required, within FHWA. The current Federal Highway Administrator prefers the use of “Sincerely” as the complimentary close.
 - a. When an individual is detailed to a position as a result of a personnel action, use the term “Acting” before the title in the signature block.

Example:

Sincerely yours,

John A. Jones
Acting Chief, Program Review Branch

- b. When an individual is acting in another position without a personnel action, the signature block will reflect the name and title of the incumbent, and the authorized person will sign for the incumbent.

Example:

Sincerely yours,

for: John A. Jones
Associate Administrator for
Program Development

(Stamp or type date here when signed)

Refer to: HXX-XX

John B. Doe, P.E.
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mr. Doe:

Begin the body of a letter two lines below the salutation line. Begin each main paragraph flush with the left margin. Single space between lines within paragraphs, and double space between paragraphs. Double space letters consisting of one paragraph and ten lines or less.

1. When a paragraph is subdivided, it must have at least two subdivisions and so on through any further subdivisions. Each succeeding subdivision of a paragraph should be indented.
 2. Subparagraphs or outlines may be numbered and lettered for clarity. Place periods after letters or figures in an outline. Omit the periods when the letters or figures are enclosed in parentheses or are underscored. Spacing between each subparagraph can be either single or double, but should be consistent throughout the letter. An example provided in the **Government Style Manual** and using Microsoft Word is:
 - (1) Balancing a checkbook
 - (a) Open your check register
 - (i) Verify all check numbers
 1. Verify no check numbers were duplicated
 2. Verify no check numbers were skipped
 3. Using a Microsoft Word numbered format is acceptable for correspondence. (Note: In the interest of brevity, only one subdivision at each level is shown in the example.)



Figure 2.2

- a. Bullets, dashes, etc., may also be used to separate talking points in briefings, items in a list, or ideas to add clarity.
- b. **Cited paragraphs.** The reference numbers and letters in a cited paragraph are typed without periods or spaces. Example:

1a(1)(a)
- c. **Carryover paragraphs.** A paragraph is split at the end of the page only if three or more lines of the paragraph can be carried over to the next page. There must be at least three lines of the paragraph at the bottom of a page before it can be split.
- d. **Succeeding pages.** Use plain copier paper. Type the page number seven lines from the top, flush with the right margin. Continue the body of the letter two lines below the page number.

Sincerely yours,

(Full Name)
(Title)

(Stamp or type date here when signed)

Refer to: HXX-XX

Mrs. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mrs. (Surname):

The following rules apply to incoming correspondence addressed to the FHWA or assigned by the OST Executive Secretariat (S-10) for signature by an FHWA official.

1. Correspondence will be signed at the lowest practical level, consistent with current delegations of correspondence signing authority in the FHWA Delegations and Organization Manual, FHWA ORDER M 1100.1A, at http://www.fhwa.dot.gov/legregs/directives/orders/m1100.1a/doa_ch03.htm, and in the Executive Director's memorandum dated July 21, 1999.
2. The authority for signing correspondence may be delegated and redelegated consistent with these instructions.
3. Within the limits of delegated signatory authority, each FHWA official shall exercise individual discretion in determining whether any correspondence requires signature at a higher level.
4. Signing authority is reserved for the Administrator, as set forth in the FHWA Delegations and Organization Manual, FHWA ORDER M 1100.1A, (see link above) which:
 - a. sets forth newly established FHWA policy;
 - b. deals with sensitive or controversial areas;
 - c. involves the functional responsibilities of more than one Associate Administrator;



Figure 2.3

- d. contains FHWA comments on proposed U.S. Department of Transportation (DOT) issuances involving new policy or significant revisions in existing delegations, policy statements, or organization structure (including no comment responses); and
 - e. is addressed to: the Secretary or Deputy Secretary of Transportation, White House Officials, the Director, Office of Management and Budget, Members of the Cabinet, Heads of Independent Agencies, and Governors.
5. Associate Administrators, in their respective areas of responsibility, may:
- a. sign all correspondence not reserved for the Federal Highway Administrator, as set forth in number 4 above, and
 - b. delegate signatory authority to Office Directors and Division Chiefs, consistent with their assigned responsibilities and not required to be reserved for Associate Administrators.
6. Office Directors, in their respective areas of responsibility, may:
- a. sign all correspondence not reserved for the Federal Highway Administrator, as set forth in number 4 above, and
 - b. delegate signatory authority to Division Chiefs or the equivalent, consistent with their assigned responsibilities and not required to be reserved for Office Directors.
7. Directors of Field Services, Resource Center Managers, Federal Lands Highway Division Engineers, and Division Administrators, in their respective areas of responsibility, may:
- a. sign all correspondence not reserved for the Federal Highway Administrator, as set forth in number 4 above, and
 - b. delegate signatory authority to other field officials, consistent with their assigned responsibilities and not required to be reserved for Directors of Field Services.

Sincerely yours,

(Full Name)
(Title)

(Stamp or type date here when signed)

Refer to: HXX-XX

Dr. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Dr. (Surname):

The notation enclosure is used for letters. Enclosure notations are typed two lines below the signature block and flush with the left margin. When more than one enclosure is involved, identify each enclosure by number; e.g., Enclosure 2. When there is more than one lengthy enclosure, use tabs to identify each enclosure by number.

1. Note enclosure(s) identified in the body of the letter as follows:

Enclosure	OR	2 Enclosures
-----------	----	--------------
2. Note enclosure(s) not identified in the body of the letter as follows:

Enclosure:	OR	2 Enclosures:
Form Letters Handbook		Form Letters Handbook
		Plain Letters Handbook
3. Note multiple copies of the enclosure(s) identified in the body of the letter in parentheses as follows:

Enclosure (2)	OR	2 Enclosures (2)
---------------	----	------------------
4. Note multiple copies of the enclosure(s) not identified in the body of the letter in parentheses after identification of the enclosure as follows:

Enclosure:	OR	2 Enclosures:
Form Letters Handbook (2)		Form Letters Handbook (2)
		Plain Letters Handbook (2)



Figure 2.4

5. All enclosures are identified below the enclosure notation if none of the enclosures is identified in the body of the letter. Example:

2 Enclosures:
Form Letters Handbook
Plain Letters Handbook

6. When documents referred to in the body of a letter are sent separately from the letter, type "Separate Cover" two lines below the enclosure notation (or two lines below the signature block if there is no enclosure) and flush with the left margin. On the next line, type the titles or descriptions of the documents that are being sent. The documents are identified here, whether or not they were identified in the text, as follows:

Separate Cover:
Bridge Manual
Design Manual

- a. When sending more than one copy of the document under separate cover, indicate the number of copies in parentheses following the identification of the document as follows:

Separate Cover:
Bridge Manual (2)

- b. When the material is mailed, include a copy of the letter.

Sincerely yours,

(Full Name)
(Title)

(Stamp or type date here when signed)

Refer to: HXX-XX

Mr. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mr. (Surname):

1. Courtesy copy distribution notations are shown on the original of the letter only if the addressee has a need to know who received a copy of the letter. Always show the courtesy copy distribution on the internal information copies including the official file copy.
2. Courtesy copies are indicated by typing cc: flush with the left margin and two lines below the signature block, enclosure notation, or separate cover notation followed by the name or routing symbols of the recipients. Example:

cc:
HOA-1
HOA-2
HOA-3

OR

cc: HOA-1
HOA-2
HOA-3
3. Courtesy copy notations may be listed across the page but only to avoid starting a new page. Example:

cc: HOA-1, HOA-2, HOA-3, HOAES



Figure 2.5

4. When enclosures are furnished to recipients of copies of the letter, the courtesy copy notation is as follows:

cc: HPD-1, w/enclosure.

Sincerely yours,

(Full Name)

(Title)

(Stamp or type date
here when signed)

Refer to: HXX-XX

Mr. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mr. (Surname):

1. Distribution of file and information copies is indicated on all copies of the letter except the field copies. The writer's identification line is shown on all internal courtesy copies of the letter. Type the FHWA identification, routing symbol or originating office, writer's first initial and last name, typist's initials, writer's telephone number, and the date. The writer's identification line and distribution (a.k.a. legend block) should also include the FHWA and OST control numbers, location (i.e., file folder name) of the official paper file for that letter or memo, and the location (i.e., fileserver name, path, and filename) of the electronic file for that letter or memo. This information is typed two lines below the signature block.

Example:

FHWA:HIF-1:RWeingroff:jd:64856:12-24-03
Control No. 031212-004-2004/S10031211-014 (show control number(s) as
indicated on the control sheet)
Files 3213 Location:F:\HIF-1\PASYS.DOC
cc: (List all information copies, reader file, field copies, etc.)

2. If the letter is rewritten or retyped, this should be indicated directly below the first identification line.

Example:

Rewritten:HPD-1:JToole:mg:703-235-0500: 1-5-04
Location:F:\HPD-1\PASYS.DOC (list location of latest version if different from
original)



Figure 2.6

(Stamp or type date
here when signed)

Refer to: HXX-XX

Peter A. Smith, Esquire
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mr. Smith:

1. If the letter was signed in the Federal Highway Administrator's Office, the HOAES makes all of the HOA and OST copies and mails the original. The HOAES will return one signed, clean copy of the original and one copy showing the full distribution. The originating office is then responsible for making all other copies listed in the distribution block.
2. If the letter has been signed by an Associate Administrator or other official, the originating office will mail the letter and provide a copy to the HOAES. The distribution block as described in Figure 2-6 should be typed separately on plain copier paper and cut to fit at the bottom or where appropriate.

Sincerely yours,

(Full Name)
(Title)



Figure 2.7

Type of folder to use:

1. Red and White Striped Folders:

Members of Congress

Mayors

Correspondence for the Secretary, Deputy Secretary, Assistant Secretaries,
and

Modal Administrators

Governors

VIP (Stakeholder groups)

2. Blue and White Polka Dot Folder:

State DOT heads

General Public

Figure 2.8

(Stamp or type date
here when signed)

Refer to: HXX-XX

Mr. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mr. (Surname):

This section shows the correct way to assemble correspondence in a logical, neat package for signature. Keep together all items that belong with the original letter and all items that belong with the official file copy. Use binder clips to assemble packages.

1. **Right side of folder.** Attach the original letter and any enclosures on the right side of the folder. Do not staple enclosures. Enclosures should be clipped to the original in the sequence they are mentioned in the letter followed by an addressed envelope of the appropriate size.
 - a. **Plastic cover sheet.** This sheet is used to protect the original letter.
 - b. **Original outgoing letter.** The original letter, even when there are several pages, is never stapled.
 - c. **Enclosure(s).** Enclosures are attached in the sequence in which they are referenced in the letter, suitably captioned or tabbed.
 - d. **Envelope.** An appropriate-size, addressed envelope should be attached except for letters to be signed by the Secretary and Deputy Secretary.
2. **Left side of folder.** Official file documents are assembled in the following order with the summary sheet on top.
 - a. **Summary Sheet.** One-page summary of the issue/problem/request and rationale of position taken in response. (see Figure 2.24).



Figure 2.9

- b. Any official file copies voided by revision or retyping follow all pages of the final official file copy. Voided official file copies should be differentiated from the final official file copy with a **diagonal red line drawn through them**. Place official file copy under the grid, Form DOT F 1320.65. (<http://intra.fhwa.dot.gov/informs/adobeforms/dot132065.pdf>)
- c. The FHWA Correspondence Control Sheet is stapled to the official file copy.
- d. **Second Official file copy.** If the letter is to be signed by an OST official, a second official file copy is prepared (type on distribution: FHWA File Return). This copy is placed under the first official file copy and is to be used only for the concurrence of the Federal Highway Administrator, officials of other Operating Administrations (OAs), and/or Secretarial offices in OST. If a second official file copy is needed, the following items should be stapled to it.
 - (1) Enclosure(s). Copies of enclosures should be stapled to the official file copy. If material is too bulky to attach, a statement must be made to that effect on all copies.
 - (2) Copy of acknowledgment letter. If the incoming letter has been acknowledged, attach a copy of the acknowledgment letter.
 - (3) Interim Reply. If an interim reply has been previously sent, attach a copy.
 - (4) Copy of the incoming correspondence including the FHWA and S-10 control sheets.
- e. **Incoming Letter.** Place the incoming letter under the pink Incoming Tab, Form FHWA 222C.
- f. **Background.** Include all original pertinent correspondence and legible copies of any referenced material. Place the background material under the blue Background Tab, Form FHWA-222A, and staple it to the official file copy.

Sincerely,

(Full Name)
(Title)

Refer to: HXX-XX

Mr. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mr. (Surname):

- 1. This is the form used as the official file copy.
- 2. In the preparation of letters for signature by FHWA officials, attach the FHWA control sheet, incoming, and background to this copy.
- 3. In the preparation of letters for signature by OST officials, two file copies are needed. The first copy is used to document concurrences within FHWA. Attach the FHWA control sheet to this copy.
- 4. The second official file copy is used to document the concurrences of the Federal Highway Administrator and officials of other OAs and/or Secretarial offices in the DOT, as necessary. Attach the original incoming material and OST S-10 control sheet to the second official file copy. The official file copy showing concurrence by the Administrator will be identified in the distribution block as: “FHWA File Return.”

Sincerely yours,

(Name & Title, if appropriate)

CONCURRENCE
RTG SYMBOL
INITIALS/SIG
DATE
RTG SYMBOL
INITIALS/SIG
DATE
RTG SYMBOL
INITIALS/SIG
DATE
RTG SYMBOL
INITIALS/SIG
DATE
RTG SYMBOL
INITIALS/SIG
DATE
RTG SYMBOL
INITIALS/SIG
DATE

GRID

Figure 2.10

THE SECRETARY OF TRANSPORTATION
WASHINGTON, D.C. 20590

The Honorable (Full Name)
United States Senate
Washington, DC 20510

Dear Senator (Surname):

Thank you for your letter of (date) concerning -----
-----.

This is the format for a letter prepared for the Secretary of Transportation's signature. The letters to be signed by the Secretary are prepared on special letterhead. Omit the sender's reference on all correspondence typed for signature of an OST official. Check with the HOAES for the list of "first names" to be used in Secretarial letters.

Refer to the date of the incoming correspondence in the opening paragraph of a letter prepared for the Secretary's signature. *"Thank you for your letter of (date) concerning..."* The subject of the incoming correspondence should be included in the opening paragraph. Make sure all letters are properly centered on the page. Do not double space letters or write letters that are one paragraph in length. End each letter with *"If I can provide further information or assistance, please feel free to call me."*

Type the Secretary's name five lines below the complimentary close.

Sincerely yours,

(Full Name)

Figure 2.11

The Deputy Secretary of Transportation

U.S. DEPARTMENT OF TRANSPORTATION

400 Seventh Street, S.W., Room 10200

WASHINGTON, D.C. 20590

The Honorable (Full Name)

Governor of State

(City, State ZIP Code)

Dear Governor (Surname):

Thank you for your letter of (date) concerning -----

This is the format for a letter prepared for the Deputy Secretary of Transportation's signature. The letters to be signed by the Deputy Secretary are prepared on special letterhead. Omit the sender's reference on all correspondence typed for signature of an OST official. Check with the HOAES for the list of "first names" to be used in Deputy Secretarial letters.

Refer to the date of the incoming correspondence in the opening paragraph of a letter prepared for the Deputy Secretary's signature. *"Thank you for your letter of (date) concerning..."* The subject of the incoming correspondence should be included in the opening paragraph. Make sure all letters are properly centered on the page. Do not double space letters or write letters that are one paragraph in length. End each letter with *"If I can provide further information or assistance, please feel free to call me."*

Type the Deputy Secretary's name five lines below the complimentary close.

Sincerely yours,

(Full Name)

Mr. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mr. (Surname):

Thank you for your letter of (date) concerning -----
-----.

This is the format for a letter prepared for other OST officials' signature. The letters to be signed by the Assistant Secretaries and the General Counsel each are prepared on special letterhead. Other OST officials use the Office of the Secretary letterhead. Omit the sender's reference on all correspondence typed for signature by an OST official.

Refer to the date of the incoming correspondence in the opening paragraph of a letter prepared for the signature of an OST official. The subject of the incoming correspondence should be included in the opening paragraph. Make sure all letters are properly centered on the page. Do not double space or write letters that are one paragraph in length. End each letter with *"If I can provide further information or assistance, please feel free to call me."*

Type the OST official's name five lines below the complimentary close.

Sincerely yours,

(Full Name)
(Title, if not on special
letterhead)

Figure 2.13

Mr. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mr. (Surname):

1. Controlled correspondence is distributed as follows.
 - a. Field copies as necessary.
 - b. Two official file copies. The first DOT F 1320.65 (<http://intra.fhwa.dot.gov/informs/adobeforms/dot132065.pdf>) is used to document concurrences within FHWA. The second official file copy is used to document the concurrences of the Federal Highway Administrator and officials of other OAs and/or Secretarial offices in the OST as necessary. Attach the concurrences from the offices in the OST as necessary. Attach the original incoming material and OST S-10 control sheet to the second official file copy. The official file copy showing concurrence by the Federal Highway Administrator will be identified in the distribution block as: FHWA File Return.
 - c. One copy for OST S-10 with a copy of all enclosures attached.
 - d. One copy for the Assistant Secretary for Governmental Affairs (I), if the letter is addressed to a Member of Congress or State or local government official (such as a mayor).
 - e. Copies for other OST officials or other OAs requiring an information copy.
 - f. Copies for the Federal Highway Administrator (HOA-1), Deputy Administrator (HOA-2), and Executive Director (HOA-3).
 - g. Copies for the Legislative Analysis Team Leader (HPLS-40) if the letter is addressed to a Member of Congress.
 - h. One copy for the HOAES to which is attached a copy of any enclosures.
 - i. Other information copies as required by the action office.

2. Noncontrolled correspondence (generally correspondence originating in FHWA). In addition to the copies listed above, prepare copies as required by the FHWA control sheet.

Sincerely,

(Full Name)
(Title)

Mr. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mr. (Surname):

The OST/S-10 Priority Coordination folders are used for correspondence that have a very short turnaround. Coordination must be completed and returned to the HOAES by the specified time. Special attention must be given to these folders in order to meet the critical deadlines. Clearances should be made on the concurrence grid of the photocopy of the official file copy, which is on the left side of the folder.

Sincerely,

(Full Name)
(Title)

Figure 2.15

(Stamp or type date
here when signed)

Refer to: HXX-X

Mr. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mr. (Surname):

This is the format for a letter prepared for signature by the Federal Administrator, Deputy Administrator, or Executive Director. Do not use first name salutations unless instructed to do so by the HOAES.

Letters prepared for the signature of the Federal Highway Administrator, Deputy Administrator, or the Executive Director (or letters of special interest to them that are signed by others) are controlled by and routed through the HOAES.

If a letter is signed outside the Office of the Federal Highway Administrator, but controlled by HOAES, forward a copy to the HOAES. Control number(s) should be shown on the copy.

The following are suggested opening paragraphs; the closings are provided for letters assigned by one or more people:

1. Thank you for your letter of August 9 (do not include year unless other than current year) to Secretary of Transportation (Full Name) regarding (subject). Your letter was forwarded to the Federal Highway Administration for reply, since it is the agency responsible for (program).
2. This is in further reply to your letter of July 3 to Ms. (Full Name), Assistant Secretary for the U.S. Department of Transportation's Office of Governmental Affairs. Your letter was forwarded to the Federal Highway Administration for further response.
3. Thank you for your letter of December 15 cosigned by Senator Olympia J. Snowe regarding (subject).



Figure 2.16

Closing: If I can provide further information or assistance, please feel free to call me. An identical letter has been sent to Senator Snowe.

4. Thank you for your letter of December 14 cosigned by your congressional colleagues concerning (subject).

Closing: If I can provide further information or assistance, please feel free to call me. An identical letter has been sent to each cosigner of your letter.

Use the following guidelines when preparing a letter for the signature of the Federal Highway Administrator, Deputy Administrator, or Executive Director.

1. Prepare the letter on Office of the Administrator letterhead. Forward the original and the official file copy in the appropriate folder (red and white or blue and white), along with the distribution information. (See Figure 2.9) (Note: All copies must be identical to the original.)
2. Do not use an attention line on letters.
3. The signature block is typed five lines below the complimentary close. Enclosure notations are typed two lines below the title of the signing official.
4. Do not show courtesy copy distribution on the original letter unless there is a need for the addressee to be informed.
5. Do not justify the right margin.
6. Do not staple originals or courtesy copies.
7. The final assembled package should include a copy of the original letter, any enclosures, envelope, the incoming letter, and any background information.
8. The initials and surname are required on the concurrence grid on the official file copy.
9. Upon receipt of the reproduced signed copy, the originating office should make copies to be distributed outside the office (except those for HOA-1, HOA-2, HOA-3, HOAES, and higher offices). The originating office is responsible distributing the signed copies to the field offices.
10. Attach all voided official file copies beneath the final copy. Return the letter originally intended for signature, including any notes from the Office of the Federal Highway Administrator.

Letters prepared for signature in the Office of the Federal Highway Administrator should be written so they can be signed by either the Federal Highway Administrator, Deputy Administrator, or Executive Director, unless otherwise instructed by the HOAES.

Sincerely,

(Full Name)
(Title)

(Stamp or type date
here when signed)

Refer to: HXX-X

Through: Mr. (Full Name)
Division Administrator
City, State

Mr. (Full Name)
Commissioner, (Name of
State highway agency)
(Street Address)
(City, State ZIP Code)

Dear Mr. (Surname):

Thank you for your letter of March 10 to Secretary of Transportation (Full Name) expressing concern over the problem of ----- . Your letter was forwarded to the Federal Highway Administration for reply.

This is the format for a letter written to a State highway agency from the Washington Headquarters office.

Prepare an appropriate-size envelope for the original, plus a larger envelope addressed to the appropriate Division Administrator. The original letter plus division office copies will be mailed to the Division Administrator for further handling and direct response.

Mr. _____, our Division Administrator in (State), will work closely with you -----
----- . He/she can be reached at (include a phone number).

Sincerely,

(Full Name)
(Title)



Figure 2.17

(Stamp or type date
here when signed)

Refer to: HXX-1
USS-1
NXX-1

The Honorable (Full Name)
Mayor of (Name of City)
(City, State ZIP Code)

Dear Mayor (Surname):

Thank you for your letter of July 28 concerning -----
-----.

This is the format for a letter prepared for the signature of two or more Administrators within DOT. Type the name and title of the originating Administrator on the right side and the name and title of the second Administrator on the left side, five lines below the complimentary close. If there is a third Administrator, center the name and title under the first two.

If it is not known who the signing officials will be, leave enough room for the name, title, and signature. Use Office of the Administrator letterhead and type in the full name, title, and name of the respective DOT Administrations.

Sincerely ,

(Full Name)
Administrator, Federal Transit
Administration

(Full Name)
Administrator, Federal
Highway Administration

(Full Name)
Administrator, National Highway
Traffic Safety Administration



Figure 2.18



Office of the Administrator

400 Seventh St., S.W.
Washington, D.C. 20590

(Stamp or type date
here when signed)

Refer to: HXX-XX

Mr. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mr. (Surname):

This is the format for a letter cosigned by the Federal Highway Administrator and the head of an outside organization such as the Executive Director of the American Association of State Highway and Transportation (AASHTO) Officials. Use Office of the Administrator letterhead.

This format is reserved for signature in the Office of the Federal Highway Administrator.

If it is known who the signing officials will be, type in the name and title five lines below the complimentary close. The Federal Highway Administrator's name and title is typed on the right side. The name and title of the cosigner is typed on the left side. See example below.

Sincerely,

(Full Name)
(Title), American Association
of State Highway and
Transportation Officials

(Full Name)
Administrator, Federal
Highway Administration



Figure 2.19

(Stamp or type date
here when signed)

Refer to:: HXX-XX

Mr. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mr. (Surname):

When an identical letter is written to two or more persons, prepare an original for each addressee and only one official file copy. Type a list of the addressees on all internal copies, or, if the list is too long, attach it to the file copy.

Sincerely,

(Full Name)
(Title)

FHWA:HEP-10:Rweingroff:ddv:64856:10-30-03
Control No(s). 031025-001-2004
Location: F:/Shared/BYRD.DOC
cc: HOA-1, HOA-2, HOA-3
HOAES, HEP-1, HPD-1, HEP-23/File (2)

Figure 2.20

Identical letters sent to:

MR WALTER E MAIER
7818 SUNRAY LANE
ST LOUIS MISSOURI 63123

MR WALLACE E STICKNEY
P O BOX 483
CONCORD NEW HAMPSHIRE 03302-0483

or

Identical letters sent to attached list



400 Seventh St., S.W.
Washington, D.C. 20590

(Stamp or type date
here when signed)

Refer to: HXX-XX

Ms. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Ms. (Surname):

This is the format for a letter prepared for the Associate Administrator's or other official's signature. First-name salutations may be used as instructed by the signing official.

The following are suggested opening paragraphs:

1. Thank you for your letter of June 20 to Federal Highway Administrator (Full Name) opposing (subject).
2. Thank you for your letter of April 27 to the President regarding (subject). The White House forwarded your letter to the Federal Highway Administration because we manage the (program).

Type in the name and title of the signing official five lines below the complimentary close.

Sincerely yours,

(Full Name)
(Title)



Figure 2.22



Office of the Administrator

400 Seventh St., S.W.
Washington, D.C. 20590

(Stamp or type date
here when signed)

Refer to: HXX-XX

Mr. (Full Name)
(Title)
(Name of Organization)
(Street Address)
(City, State ZIP Code)

Dear Mr. (Surname):

1. Controlled Correspondence. In addition to the copies listed below, prepare copies as required by the FHWA Controlled Correspondence sheet.
 - a. Copies for the Administrator (HOA-1), Deputy Administrator (HOA-2), and Executive Director (HOA-3) only if necessary to keep them informed.
 - b. Official file copy.
 - c. Other information copies as required by the action office.
2. Noncontrolled correspondence. Copies as listed above.

Sincerely yours,

(Full Name)
(Title)



Figure 2.23

SUMMARY SHEET
(Limit Information to 1-Page)

SUBJECT: State the title of the action/issue.

ISSUE: Clearly state the issue, problem, or request the writer/requester is asking FHWA to solve, fund, or assist them with solving.

FHWA POSITION: State in 2 or 3 sentences our response/action/proposed solution to the issue/problem/request.

BACKGROUND: Provide key facts that summarize the issue/problem/request and rationale for our position. Use this space to refer to specific tabs for detailed information highlighted on specific pages of accompanying documents.

POINT OF CONTACT: Include the name, routing symbol, and telephone number of individual preparing response to document.

SUPERVISOR: Include the name, routing symbol, and telephone number of Program Office Director or Division Chief.

This sheet should be placed on the left inside of the folder on top of the yellow concurrence tab. The incoming correspondence should be placed under the pink incoming tab. Any background material should be placed under the blue background tab.